Change_Management_Process_for_CTMS

Summary

This article discusses the process for entering bug reports, feature requests, and end-user requirements for the CTMS Knowledge Center.

Keywords

- Change management
- CTMS
- Feature Requests
- Bug Reports
- End User Requirements

Products Affected

CTMS Knowledge Center

Details

- To enter feature requests and end user requirements for the CTMS Knowledge Center go to the CTMS Discussion forum page and select the tool you would like to give feedback on.
- To report bugs and defects for the CTMS Knowledge Center go to the <u>CTMS Discussion forum page</u> or the <u>caBIG Knowledge Center Bug Tracking page</u>.

All forum postings are monitored. If it is determined that the result of a posting is a feature request, that feature request is placed in the Issue Tracker on the Knowledge Center site (Bugzilla). The requests are prioritized and sent on to the corresponding project team (if one exists, for example C3PR), where they are integrated into existing work. If a current project does not exist, we raise the feature request to NCI CTMS management and CTMS Workspace management. Once the feature request is fulfilled, we mark it as so on the tracker. It is also possible for Knowledge Center customers to post feature reuqests directly to the the bugzilla tracker.